

## SUPPLEMENTARY MATTERS

### SERVICE DELIVERY STANDARDS

Service  
Area

Compliance  
Timescale

#### 1 A body publicising service delivery standards

**Standard 155:** You must ensure that a document which records the service delivery standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available—

Y

Equalities and  
Welsh Language  
Team

6 months.

(a) on your website, and

(b) in each of your offices that are open to the public.

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#### 2 A body publishing a complaints procedure

**Standard 156:** You must—

Y

Equalities and  
Welsh Language  
Team / Legal and  
Democratic  
Services

6 months.

(a) ensure that you have a complaints procedure that deals with the following matters—

(i) how you intend to deal with complaints relating to your compliance with the service delivery standards with which you are under a duty to comply, and

(ii) how you will provide training for your staff in relation to dealing with those complaints,

(b) publish a document that records that procedure on your website, and

(c) ensure that a copy of that document is available in each of your offices that are open to the public.

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#### 3 A body publishing arrangements for oversight, promotion etc.

**Standard 157:** You must—

Y

Equalities and  
Welsh Language  
Team /  
Performance /  
Legal and  
Democratic  
Services

6 months.

(a) ensure that you have arrangements for—

(i) overseeing the way you comply with the service delivery standards with which you are under a duty to comply,

(ii) promoting the services that you offer in accordance with those standards, and

(iii) facilitating the use of those services,

(b) publish a document that records those arrangements on your website, and

(c) ensure that a copy of that document is available in each of your offices that are open to the public.

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#### 4 A body producing an annual report regarding service delivery standards

**Standard 158:** (1) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the service delivery standards with which you were under a duty to comply during that year.

(2) The annual report must include the number of complaints that you received during that year which related to your compliance with the service delivery standards with which you were under a duty to comply.

(3) You must publish the annual report no later than 30 June following the financial year to which the report relates.

(4) You must publicise the fact that you have published an annual report.

(5) You must ensure that a current copy of your annual report is available—

(a) on your website, and

(b) in each of your offices that are open to the public.

Y

Equalities and  
Welsh Language  
Team

6 months.

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**5 A body publicising the way it intends to comply with service delivery standards**

<b>Standard 159:</b> You must publish a document on your website which explains how you intend to comply with the service delivery standards with which you are under a duty to comply.	Y	Equalities and Welsh Language Team / Legal and Democratic Services	6 months.
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**6 A body providing information to the Welsh Language Commissioner**

<b>Standard 160:</b> You must provide any information requested by the Welsh Language Commissioner which relates to your compliance with the service delivery standards with which you are under a duty to comply.	Y	Equalities and Welsh Language Team / Legal and Democratic Services	6 months.
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**POLICY MAKING STANDARDS**

**7 A body publicising policy making standards**

<b>Standard 161:</b> You must ensure that a document which records the policy making standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available—	Y	Equalities and Welsh Language Team / Legal and Democratic Services	6 months.
(a) on your website, and			
(b) in each of your offices that are open to the public.	?		

**8 A body publishing a complaints procedure**

<b>Standard 162:</b> You must—	Y	Equalities and Welsh Language Team / Legal and Democratic Services	6 months.
(a) ensure that you have a complaints procedure that deals with the following matters—			
(i) how you intend to deal with complaints relating to your compliance with the policy making standards with which you are under a duty to comply, and			
(ii) how you will provide training for your staff in relation to dealing with those complaints,			
(b) publish a document that records that procedure on your website, and			
(c) ensure that a copy of that document is available in each of your offices that are open to the public.	?		

**9 A body publishing arrangements for oversight**

<b>Standard 163:</b> You must—	Y	Equalities and Welsh Language Team	6 months.
(a) ensure that you have arrangements for overseeing the way you comply with the policy making standards with which you are under a duty to comply,			
(b) publish a document that records those arrangements on your website, and			
(c) ensure that a copy of that document is available in each of your offices that are open to the public.	?		

**10 A body producing an annual report regarding policy making standards**

<p><b>Standard 164:</b> (1) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the policy making standards with which you were under a duty to comply during that year.          (2) The annual report must include the number of complaints you received during the year which related to your compliance with the policy making standards with which you were under a duty to comply.          (3) You must publish the annual report no later than 30 June following the financial year to which the report relates.          (4) You must publicise the fact that you have published an annual report.          (5) You must ensure that a current copy of your annual report is available—</p>	<p><b>Y</b></p>	<p><b>Equalities and Welsh Language Team</b></p>	<p><b>6 months.</b></p>
<p>(a) on your website, and          (b) in each of your offices that are open to the public.</p>	<p><b>?</b></p>		

**11 A body publicising the way it intends to comply with policy making standards**

<p><b>Standard 165</b> You must publish a document on your website which explains how you intend to comply with the policy making standards with which you are under a duty to comply.</p>	<p><b>Y</b></p>	<p><b>Equalities and Welsh Language Team</b></p>	<p><b>6 months.</b></p>
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**12 A body providing information to the Welsh Language Commissioner**

<p><b>Standard 166:</b> You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the policy making standards with which you are under a duty to comply.</p>	<p><b>Y</b></p>	<p><b>Equalities and Welsh Language Team / Legal and Democratic Services</b></p>	<p><b>6 months.</b></p>
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## OPERATIONAL STANDARDS

### 13 A body publicising operational standards

<b>Standard 167:</b> You must ensure that a document which records the operational standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available— (a) on your website, and	Y	Equalities and Welsh Language Team	6 months.
(b) in each of your offices that are open to the public.	?		

### 14 A body publishing a complaints procedure

<b>Standard 168:</b> You must— (a) ensure that you have a complaints procedure that deals with the following matters— (i) how you intend to deal with complaints relating to your compliance with the operational standards with which you are under a duty to comply, and (ii) how you will provide training for your staff in relation to dealing with those complaints, and (b) publish a document that records that procedure on your intranet.	Y	Equalities and Welsh Language Team / Legal and Democratic Services	6 months.
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### 15 A body publishing oversight arrangements, promotion etc.

<b>Standard 169:</b> You must— (a) ensure that you have arrangements for— (i) overseeing the way you comply with the operational standards with which you are under a duty to comply, (ii) promoting the services that you offer in accordance with those standards, and (iii) facilitate the use of those services, and (b) publish document that records that procedure on your intranet.	Y	Equalities and Welsh Language Team	6 months.
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**16 A body producing an annual report regarding operational standards**

<p><b>Standard 170:</b> (1) You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the operational standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the following information (where relevant, to the extent you are under a duty to comply with the standards referred to)—</p> <ul style="list-style-type: none"> <li>(a) the number of employees who have Welsh language skills at the end of the year in question (on the basis of the records you kept in accordance with standard 151);</li> <li>(b) the number of members of staff who attended training courses you offered in Welsh during the year (on the basis of the records you kept in accordance with standard 152);</li> <li>(c) if a Welsh version of a course was offered by you during that year, the percentage of the total number of staff attending the course who attended the Welsh version (on the basis of the records you kept in accordance with standard 153);</li> <li>(ch) the number of new and vacant posts that you advertised during the year which were categorised as posts where—             <ul style="list-style-type: none"> <li>(i) Welsh language skills were essential,</li> <li>(ii) Welsh language skills needed to be learnt when appointed to the post,</li> <li>(iii) Welsh language skills were desirable, or</li> <li>(iv) Welsh language skills were not necessary,</li> </ul>             (on the basis of the records you kept in accordance with standard 154);</li> <li>(d) the number of complaints that you received during that year which related to your compliance with the operational standards with which you were under a duty to comply.</li> </ul> <p>(3) You must publish the annual report no later than 30 June following the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available—</p> <ul style="list-style-type: none"> <li>(a) on your website, and</li> <li>(b) in each of your offices that are open to the public.</li> </ul>	?	Equalities and Welsh Language Team	6 months.
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**17 A body publicising the way it intends to comply with operational standards**

<p><b>Standard 171:</b> You must publish a document on your website which explains how you intend to comply with the operational standards with which you are under a duty to comply.</p>	Y	Equalities and Welsh Language Team	6 months.
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**18 A body providing information to the Welsh Language Commissioner**

<p><b>Standard 172:</b> You must provide any information requested by the Welsh Language Commissioner which relates to compliance with which you are under a duty to comply.</p>	Y	Equalities and Welsh Language Team / Legal and Democratic Services	6 months.
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## PROMOTION STANDARDS

### 19 A body publicising promotion standards

<b>Standard 173:</b> You must ensure that a document which records the promotion standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available—	Y	Equalities and Welsh Language Team / Legal and Democratic Services	12 months
(a) on your website, and (b) in each of your offices that are open to the public.	?		

### 20 A body providing information to the Welsh Language Commissioner

<b>Standard 174:</b> You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the promotion standards with which you are under a duty to comply.	Y	Equalities and Welsh Language Team / Legal and Democratic Services	12 months
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## RECORD KEEPING STANDARDS

### 21 A body publicising record keeping standards

<b>Standard 175:</b> You must ensure that a document which records the record keeping standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available—	Y	Equalities and Welsh Language Team	6 months.
(a) on your website, and (b) in each of your offices that are open to the public.	?		

### 22 A body providing information to the Welsh Language Commissioner

<b>Standard 176:</b> You must provide any records you kept in accordance with the record keeping standards with which you are under a duty to comply to the Welsh Language Commissioner, if the Commissioner asks for those records.	Y	Equalities and Welsh Language Team / Legal and Democratic Services	12 months
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